

**STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT**

Employee Name		Classification Name	Position Number
		Administrator II, FEH	326-275-9510-001
Division/Unit	Date	Prior Incumbent	Prior Pos# (if applicable)
Enforcement/Employment/ Bay Area Regional Office	12/5/11		

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Chief of Enforcement, the incumbent manages a regional office and supervises the management of one or more district offices of the Employment Unit in the Enforcement Division. Responsibilities include managing and coordinating the processing and investigation of complaints filed by the public regarding violations of the Fair Employment and Housing Act, Unruh Civil Rights Act, Disabled Persons Act, and Ralph Civil Rights Act. The incumbent oversees, organizes and directs the work of investigators, analysts, support staff and interns on a regional level.

Regional Administrator

- 30% Provides direct supervision of case processing and investigative functions in a regional office, including conducting formal and informal case reviews with investigators at all levels. Supervises the intake process, and reviews complaints and supplemental information requests. Monitors case processing functions to assure compliance with departmental requirements. Reviews investigative work sheets, investigative plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases processed. Identifies and resolves case processing issues/problems. Arranges and conducts conciliation conferences. Consults/coordinates with the Legal Division and assigned case-grading attorneys on prioritizing complaints to target the appropriate amount of resources to case processing and investigation. Coordinates with the Legal Division and/or Special Investigations Unit on identifying Director's, group and class action complaints. Coordinates with the Mediation Division on referrals of cases appropriate for mediation. Reviews and approves progress reports and files referred to the Legal Division with the recommendation that accusations be issued, as well as discovery documents and case processing statistics. Ensures the timely administration and closure of cases consistent with applicable statutes of limitations.

- 20% Provides supervision over one or more district administrators of case processing and investigative functions in one or more district offices, including conducting formal and informal case reviews with the district administrator(s) and/or investigators. Supervises the district administrator(s) on district office intake process, and reviews complaints and supplemental information requests. Supervises district office monitoring of case processing functions to assure compliance with departmental requirements. Reviews investigative work sheets, investigative plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases processed. Identifies and resolves case processing issues/problems as necessary. Supervises district office conciliation conferences. Supervises district office consultation and coordination with the Legal Division and assigned case-grading attorneys on prioritizing

complaints to target the appropriate amount of resources to case processing and investigation. Supervises district office coordination with the Mediation Division on referrals of cases appropriate for mediation. Supervises district office reviews and approval of progress reports and files referred to the Legal Division with the recommendation that accusations be issued, as well as discovery documents and case processing statistics. Ensures the timely administration and closure of cases by the district office(s) consistent with applicable statutes of limitations.

- 20% Administers the regional office and all supervisory functions. Supervises and monitors district administrators, investigators, analysts, support staff and interns. Monitors all district administrator(s), investigators, analysts, support staff and interns. Manages the budgetary allotment as directed by the Department for the regional and district offices and requests expenditures for supplies, etc. Assists in the recruitments, hiring, interview of regional and district office staff. Monitors staff attendance. Develops and oversees Corrective Action Plans and disciplinary matters for regional and district office staff. Oversees regional and district office plans for energy conservation and emergency preparedness, in conjunction with the Department and building management. Establishes and monitors office systems. Completes monthly/quarterly and Directive 300 Audit reports, monitoring and adjusting investigator caseloads, as warranted.
- 20% Addresses complaints and requests for information received from within and outside the Department, including Departmental managers, complainants, respondents, attorneys and/or representatives, the public, other governmental agencies, employer groups, community groups, and advocacy organizations as approved by the Department. , Responds to staff concerns and grievances. Assists in community dispute resolution and stakeholder complaints.
- 10% Coordinates with the Department on training and staff development in regional and district offices for new and existing staff members. Develops and disseminates training materials and coordinates training provided by the Legal and Mediation Divisions.

Knowledge and Abilities

Knowledge of intergroup relations and problems of protected groups as defined under the all statutes enforced by the Department and their implementing regulations; methods and techniques of promoting equal opportunity; investigation and interviewing techniques; current labor, employment and housing conditions and trends; methods of compiling and presenting data in studies related to the Department of Fair Employment and Housing's jurisdiction; comparable federal statutes; all statutes enforced by the Department and their implementing regulations; Department policies and procedures.

Ability to: interpret and apply all statutes enforced by the Department and their implementing regulations; analyze data; communicate effectively; interact professionally with the public on civil rights issues; analyze and take effective action; establish and maintain cooperative relationships with stakeholders; conduct investigations of standard and complex complaints alleging violations of all statutes enforced by the Department and their implementing regulations.

Supervision Received:

The Administrator II, FEH, receives general supervision from the Chief of Enforcement, and may receive supervision from the Chief Deputy Director and Director.

Supervision Exercised:

The Regional Administrator (Administrator II, FEH) directly supervises District Administrators (Administrator I, FEH) and oversees a portion of the Department's Employment operation.

Administrative Responsibility

Adheres to all applicable laws, rules, policies and procedures including but not limited to the Department's Enforcement Directives, Administrative Manual, Supervisor's Manual, Clerical Manual, Case Analysis Manual, the DFEH Procedural Regulations, and any directions from departmental management personnel.

Personal Contacts

The Administrator II has daily contact with departmental management and staff, complainants, respondents, representatives of complainants and respondents, control agency representatives and, as approved, may have contact with community groups, employer groups, the press, staff of legislators, and other governmental agencies.

Actions and Consequences

Failure to properly perform these duties could result in the inefficient operation of assigned regional and/or district office(s) and adversely impact the Department statewide. Additionally, failure to properly perform these duties could have an adverse impact to the public. Failure to provide proper oversight to the district office could jeopardize the integrity of the Department and jeopardize the quality of service delivered to the public.

Supervisor's Signature

Date

I have read and understand the duties described above. I am capable of performing the essential functions with or without a reasonable accommodation and meet all job requirements as described above.

Signature of Incumbent

Date